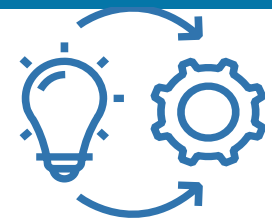




# **Innovative Services Strategic Plan Update**

**June 20, 2023**

# FY23 Goals



- 1. Leverage Technology to Streamline & Automate**
- 2. Strengthen Our Culture of Service**
- 3. Promote Experimentation & Innovation**

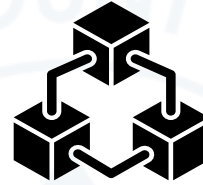
# Technology Plan



Enable enhanced citizen services.



Deliver an enhanced **Citizen Experience**.



**Modernize Technology Infrastructure.**



Provide reliable and safe services through **Security & Business Continuity**.

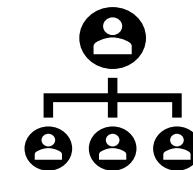
Help County Staff be efficient and effective.



Drive **Digital Transformation / Business Processes optimization**.

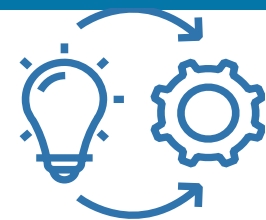


**Be Strategic Business Partners.**

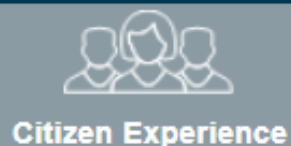


Enable **Organizational Excellence** within Technology Services.

# Business Objectives & Strategic Actions



Fiscal Sustainability



**Citizen Experience**

**SELF SERVICE:** Increase opportunities for citizen self-service, both online and via in-person kiosks.

**ONLINE SERVICES:** Increase the availability of online services and virtual service delivery.

**PUBLIC CONNECTIVITY:** Provide community broadband in underserved areas & public WIFI in County buildings.

Innovative Services



**Infrastructure Modernization**

**COUNTY FACILITY CONNECTIVITY:** Upgrade building networks and communications to handle increasing data demands.

**WORKFORCE MOBILITY:** Support and enable staff work anytime, anywhere.

**UP-TO-DATE HARDWARE:** Upgrade IT infrastructure thru a balanced and planned approach.

Fiscal Sustainability



**Security & Business Continuity**

**SAFE NETWORKS:** Upgrade networks, infrastructure, and policies to guard against security breaches.

**DATA STORAGE & REDUNDANCY:** Increase data storage both onsite and offsite to meet growing demands.

Innovative Services

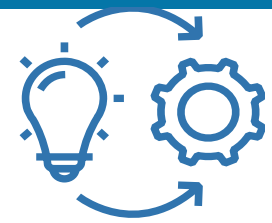


**Digital Transformation & Automation of Business Processes**

**ENTERPRISE SYSTEMS:** Implement major enterprise system upgrades (SAP, ~~Justware~~ etc.).

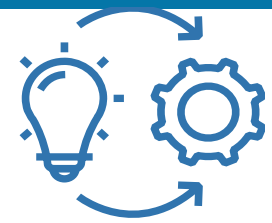
**DATA & DIGITIZATION:** Remove all roadblocks to digitization and data analytics, while being security conscience.

# FY23 Achievements - Technology



1. Updated conference room technology.
2. Built roadmap for upgrading SAP financial:
  - Evaluated and selected budget software package
  - Negotiated SAP license renewal contract
3. Enhanced technology infrastructure:
  - Upgrades to county-wide firewall & network switches
  - Cybersecurity roadmap
  - Technology infrastructure assessment
  - P25 radio system
4. Implemented Gerlach broadband
  - Community launch week of July 24<sup>th</sup>

# FY23 Achievements – Service Oriented Culture



## Commission Support & Community Engagement:

1. Deep dive & process improvement for Boards & Committees
2. Commissioner & constituent requests
3. Washoe County Leadership Academy



# Washoe County Leadership Academy (WCLA)



## 1. Diversity

- From rural to urban and college to retirees
- Array of professions
- Reflective of demographics of Washoe County

## 2. Boards and Committees

- Applications for boards
- Alumni involvement in year two of WCLA

## 3. UNR Cooperative Extension



## 4. Projects

## 5. Applications now open for class of 2024



# Washoe County Leadership Academy (WCLA)



From our participant evaluations we learned:

- 56% reported a gain in civility
- 45% gain in community leadership skills
- 96% reported they would become more involved with community
- The highest ratings for effectiveness of the program were:
  1. Understanding County services and programs
  2. Finding ways to become more involved in the community

**MISSION ACCOMPLISHED...**

**with room to grow 😊!**



# FY23 Achievements – Transformational change

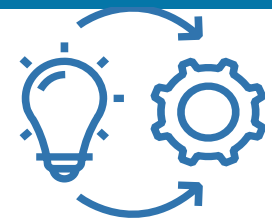


## Future of Work Toolkit

Department guidelines & structure for:

- ✓ Flexible hybrid work
- ✓ Technology
- ✓ Best practice recommendations
- ✓ Risk management
- ✓ Managing staff

# Preview into FY24 Goals



## **Strengthen Our Culture of Service**

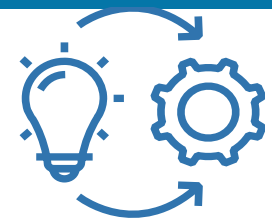
### **Commissioner support:**

- ✓ Discuss and engage residents in all 5 Commission Districts
  - WCLA – Year 2
  - Zencity Engage platform & jurisdictional messaging
  - Boards & Committees – engagement & diversity

### **Employees:**

- ✓ Increase engagement across the professional development spectrum through training, recognition, and performance management.

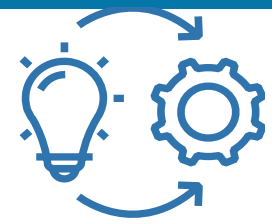
# Preview into FY24 Goals



## **Promote Experimentation & Innovation**

- ✓ Future of Work → managing guideline implementation.
- ✓ Continue software deployment for more efficient business processes.
- ✓ Maximize facility utilization by reimagining our space and sq footage per employee.

# Preview into FY24 Goals



## Ensure equitable access to services (new for FY24)

- ✓ Election system readiness for 2024 elections.
- ✓ Accessibility initiatives:
  - ☐ Digital
  - ☐ Language Access
  - ☐ Facilities
- ✓ Establish Washoe County Equity committee.

# Open for Discussion

